

WHAT IS CLAIMED IS:

1. A computerized diagnostic tool for displaying system information on a graphical display comprising:

an electronic device that is configured to receive system information from a source electronic device, wherein the system information identifies at least one hardware component that resides in the source electronic device, and wherein the electronic device displays a graphical representation of the system information.

2. The diagnostic tool of Claim 1, wherein the receipt of the system information is activated by an action occurring on the source electronic device.

3. The diagnostic tool of Claim 1, wherein the system information is received via electronic mail.

4. The diagnostic tool of Claim 1, wherein the system information file is stored on an archival mechanism for subsequent reference.

5. The diagnostic tool of Claim 4, wherein the archival mechanism is a system information database.

6. The diagnostic tool of Claim 1, wherein the graphical representation of the system information comprises icons to represent system components arranged in a hierarchical order.

7. The diagnostic tool of Claim 1, wherein the graphical representation of the system information comprises a template populated with icons.

8. A method of graphically representing system information of a source computer on a remote computer comprising:

receiving gathered system information from a source electronic device, wherein the system information identifies at least one hardware component that resides in the source electronic device; and

displaying a graphical representation of the system information contained in the system information file.

9. The method of Claim 8, further comprising storing the system information file in a system information database.

10. The method of Claim 9, wherein receiving the system information file is accomplished via the Internet.

11. The method of Claim 9, wherein displaying a graphical representation comprises providing a template populated with icons, each icon representing items contained in the system information.

12. A program storage device storing instructions that when executed performs the method comprising:

receiving system information from a source electronic device, wherein the system information identifies at least one hardware component that resides in the source electronic device; and

displaying a graphical representation of the system information contained in the system information file.

13. The program storage device of Claim 12, further comprising storing the received system information in a system information database.

14. The method of Claim 12, wherein receiving the system information file is accomplished via the Internet.

15. The method of Claim 12, wherein displaying a graphical representation comprises providing a template populated with icons, each icon representing items contained in the system information.

16. A programmed computer for graphically displaying system information gathered by and received from a source computer, the programmed computer comprising:

a processor for executing computer readable program code stored in said memory;

a system information file transmitted from a source electronic device, wherein the system information identifies at least one hardware component that resides in the source electronic device; and

wherein the processor is responsive to a command to graphically display the information contained in the system information file.

17. The programmed computer of Claim 16 wherein the graphical display of information contained in the system information file is hierarchically arranged.

18. A computerized diagnostic tool for displaying system information on a graphical display comprising:

an electronic device configured to gather system information from said electronic device, wherein the gathered system information identifies at least one hardware component that resides

in the source computer, and wherein the electronic device is configured to transmit, for remote diagnostics, said system information.

19. The diagnostic tool of Claim 18, wherein the transmission of the system information is accomplished by the electronic device uploading the system information to an Internet server which is accessible to a remote computer.

20. The diagnostic tool of Claim 18, wherein the transmission of the system information is accomplished via electronic mail.

21. The diagnostic tool of Claim 18, additionally comprising an archival mechanism for storing the system information.

22. The diagnostic tool of Claim 21, wherein the archival mechanism is a system information database.

23. The diagnostic tool of Claim 18, wherein the system information is arranged in a hierarchical order.

24. A method of graphically representing system information comprising:
gathering system information from an electronic device into a system information file, wherein the system information identifies at least one hardware component that resides in the electronic device; and

transmitting said system information file to the remote electronic device, wherein the system information is configured to be graphically represented on a remote electronic device.

25. The method of Claim 24, further comprising storing the system information file in a system information database.

26. The method of Claim 24, wherein the transmitting the system information file is accomplished via the Internet.

27. An article of manufacture comprising a computer usable medium having a computer readable code embodied therein for displaying system information on a graphical display the computer readable code in said article of manufacture comprising:

computer readable code responsive to a command to gather system information on an electronic device, wherein the system information identifies at least one hardware component that resides in the electronic device; and

computer readable code responsive to a command to transmit the system information from the electronic device to a remote electronic device, wherein the system information is configured to be displayed a graphical representation of the remote electronic device.

28. The article of manufacture of Claim 27, further comprising a computer readable code means for storing the system information file in a database for subsequent retrieval.

29. The article of manufacture of Claim 28, wherein the computer readable code means includes computer readable code for transmitting a system information file from the source computer to the remote computer by electronic transfer over the Internet.

30. A programmed computer for graphically displaying system information gathered by and received from a source computer, the programmed computer comprising:

at least one hardware component;

a system information file configured to be transmitted to a remote computer; wherein the system information identifies at least one hardware component; and

code responsive to transmit the system information to a remote device, wherein the system information is configured to be graphically displayed by the remote device.

31. The programmed computer of Claim 30, wherein the system information file is hierarchically arranged.